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# Welcome Access and Choice Design Team Members

July 13, 2011



Courtney Burke  
Commissioner



Andrew M. Cuomo  
Governor



Nirav R. Shah, M.D.  
Commissioner



## Access and Choice Meeting Objectives:

To explore and define desired features of “No Wrong Door” for the People First Waiver to respond to question three on the Access and Choice Design Team Charter.

***Charter Q.3 (paraphrased): Given that our system is moving to a care management environment with comprehensive care coordination for people with developmental disabilities, what are the options to ensure that there is “No Wrong Door” so that those who need services can access them no matter where they start in the process and people needing cross-system services have access to necessary services without regard to state agency auspice?***



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## Access and Choice July 13 Meeting Agenda

### **1. Welcome and Background: Jerry Huber**

**9:00-9:50**

- ❖ Design Team Parameters, Review and Approve Summary from Kickoff Meeting, Brief status report on Assessment Tools Technical Subgroup (see summary of 6/30 technical subgroup meeting). Updates from fellow design teams

### **2. Overview and Presentation of “No Wrong Door”: Lauren Lange**

**9:50-10:35**

- ❖ What does “No Wrong Door” Look Like in other States/Systems and examples within New York State (e.g., My Benefits)? Long and Short-term Considerations for New York’s ; People First Waiver “No Wrong Door”

### **3. Discussion of “No Wrong Door” for the People First Waiver:**

**10:35-12:15**

### **4. Next Steps**

**12:15-12:30**



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## Design Team Parameters

The following are People First design parameters; these elements may likely characterize the operation of the People First 1115 waiver. Design Teams should consider the following as they work collaboratively to form recommendations regarding the development of the 1115 waiver.



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## **Fiscal Platform for Provider Reimbursement for Service Delivery:**

OPWDD's service system is moving to a managed care/care management structure. The current "fee for service" Medicaid payment model will be phased out and replaced with a capitation payment model. The design teams will be recommending aspects of a specialized managed care model (or models) that meet the unique needs of people with developmental disabilities and is built upon the specialized OPWDD provider network. The transition will likely take two to five years.

## **Eligibility for OPWDD Services:**

The 1115 waiver is not the vehicle for changing the definition of developmental disability under the Mental Hygiene Law.



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## **Needs Assessment for Individuals in the People First Waiver:**

There will be a standardized needs assessment instrument and/or tool that will be consistently applied across the People First Waiver to determine each individual's strengths, needs, and preferences. This needs assessment tool will be used to allocate resources equitably and will be administered by an entity that is independent from service delivery.



## **Care Coordination:**

- There will be comprehensive care coordination for all individuals in the People First Waiver. For the purpose of the work of the People First Design Teams, comprehensive care coordination is defined as a person-centered, interdisciplinary approach to integrating health care and habilitation and support services in which:
  - o A comprehensive care plan is developed based upon a standardized needs assessment that incorporates the person's strengths, needs, and preferences, and
  - o Services are managed and monitored by an identified care management organization.
- This care coordination may be provided through the managed care organization or contracted to another provider through the managed care organization. The transition will likely take two to five years.



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## **Individual Choice and Self-Determination/Self-Direction:**

- OPWDD is committed to ensuring that individuals have choices and opportunities to self-direct an individualized budget and staff within the new People First Waiver within a managed care environment. How this can be done will be explored through the work of Design Teams.



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## **Fiscal Neutrality & Service Sustainability:**

The 1115 waiver is not a tool for implementing budget savings, nor will it shield the OPWDD service system from savings initiatives that may be undertaken in response to the fiscal crisis in New York State. Approval of New York's People First Waiver will be contingent upon the federal government's determination that the waiver is "cost neutral" (i.e., federal costs must be the same with or without the waiver). The design teams are, therefore, charged with making recommendations that enhance the ability of agencies to meet the needs of individuals and families at a lower cost.



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## **OPWDD Provider Agencies and Service Delivery:**

Some of OPWDD's existing provider agencies may be positioned to be care management entities (i.e., managed care organizations). Other OPWDD providers may not be qualified to become managed care providers but could still deliver services through a contract with an OPWDD care management/managed care provider and receive reimbursement based on this contract.



# Other Housekeeping

- Approve summary from 6/20 meeting
- Update on Technical Workgroup—Assessment Tools



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- Status Report on Assessment Tools Technical Subgroup
  - Scope and purpose of technical subgroup
  - Deliverables and Timeframes
  - Will present information to DT on August 16<sup>th</sup> for discussion and recommendations
- Brief updates on fellow design teams



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# “No Wrong Door”

*What should it look like and how  
should it work?*



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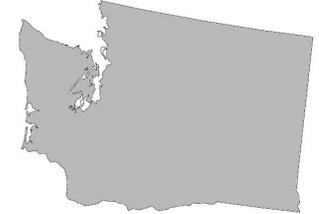
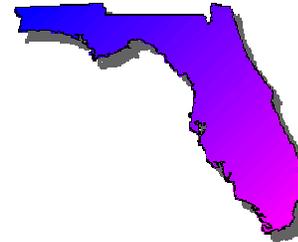
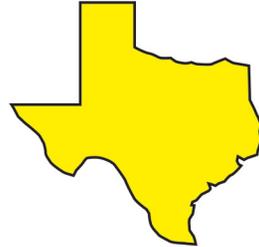
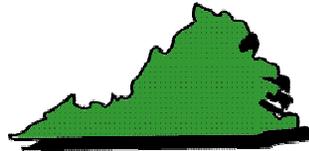
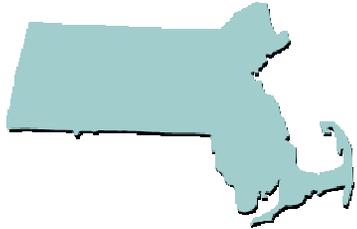
## What is “No Wrong Door?”



- ❖ Regardless of point of entry, individuals will be directed to information about the services they need in addition to eligibility criteria
- ❖ Cross-systems services for dually diagnosed



## Previous Implementation



Massachusetts	Virginia	Texas	Florida	Washington
Services for seniors and the disabled through a consortium of independent living centers and 11 Aging and Disability Resource Centers (ADRC). Provide information and services.	Single, coordinated systems of information, referral and access to aging and disability long-term support systems	“Navigator function” implemented in a ‘No Wrong Door’ framework that provides connections between individuals and services/supports	Resource centers in three planning and services areas for the elderly and individuals with severe and persistent mental illness. HelpWorks software organizes information.	Comprehensive model based on large umbrella organization structure, Washington Department of Health and Social Services (DHSS). Utilizes centralized data information system “eRoom.”



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## Web-Based Model



Virginia Easy Access incorporates the 'No Wrong Door' model into an online care model that directs individuals seeking services to the care they need



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Virginia Easy Access - Windows Internet Explorer provided by New York State OPWDD

http://www.easyaccess.virginia.gov/

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- Community Supports
- Emergency Preparedness
- Financial Help
- Housing
- My Rights: Who Can Help?
- Transportation
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Welcome to

## Virginia Easy Access

For seniors and adults with disabilities and the providers that support them

A public private partnership with the Commonwealth of Virginia, SeniorNavigator, and 2-1-1 Virginia

Your secure and confidential connection to community resources

FIND SERVICES AND SUPPORTS THROUGH VIRGINIANAVIGATOR

### HOT Topics!

Need help easing your financial burdens? Try our FINANCIAL HELP pages or call 2-1-1 Virginia.

More Questions? Phone 2-1-1 to get help, or send Email by clicking here:



HOW'S OUR SITE? FEEDBACK ON A QUICK SURVEY!



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- Financial Help
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- My Rights: Who Can Help?
- Transportation
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There are thousands of services across Virginia but often it is difficult to know which ones to choose. VirginiaNavigator provides detailed information about individual services to help you decide which ones may be the best match for you or your loved one. Choose one of the three search tools below to get started.

### Quick Search

"I know the type of services I need. Please tell me which ones serve my area."

Click here for a fast way to search for services.



### Guided Search

"I don't know exactly what to call the type of services I need. Please give me a list."

Click here for a little extra help choosing a topic.



### Resource Locator

"I have no idea what type of services are available. Please make suggestions."

Click here if you need help but don't know where to start.





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Virginia Navigator - Virginia's Resource for Health and Aging - Windows Internet Explorer provided by New York State OPWDD

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Help me find services.

### Guided Search

The Guided Search will guide you to services in your area. Simply follow the steps below.

#### Step 1: What's Your Location?

Enter a Zip:

OR

Enter a City/County name:

#### Step 2: Select one of the search options below.

OR

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http://www.snav.org/virginiavigator/ResourceLocator.aspx?f=90

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**Take control of your immediate and long-term care needs. Start by using the VirginiaNavigator Personalized Resource Locator.**

Answer a short set of questions to receive assistance with:

- Evaluating individual needs
- Determining which programs and services are a good fit
- Locating and contacting local services

Next



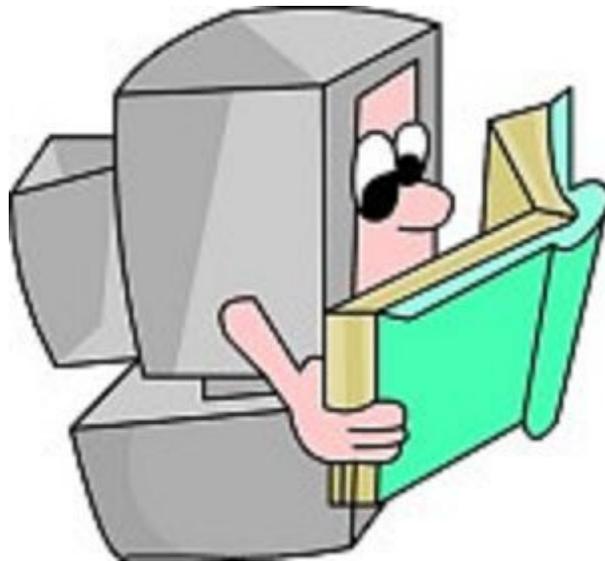
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# Existing Resources in New York





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## My Benefits

❖ Web-based single entry point model that provides resources and information for NY residents that need economic support

❖ Help with buying food, Temporary Assistance (TA) Special tax credits, Home Energy Assistance, WIC - Women, Infants and Children, Prescription drug insurance coverage for seniors, Various health insurance programs for individuals, families, children, and sole proprietors





# OPWDD Guide to Eligibility and Assessment Resources

- ❖ OPWDD provides a comprehensive guide to eligibility and assessment resources in NY
- ❖ 35 pg PDF document that can be found online
- ❖ Describes contact info, resource type, program description and reimbursement information for each agency





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## New York Makes Work Pay

- ❖ Online tool provided by Cornell University for people with developmental disabilities who are looking for supports to help them gain employment
- ❖ It is estimated that 70% of working-age individuals with disabilities in New York are unemployed





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# Patient Protection and Affordable Care Act



‘The No Wrong Door’ model has been incorporated into federal legislation for Medicaid, CHIP and the New Premium Credits for Coverage in the State Exchanges



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## State Exchanges

Families without health coverage who are not eligible for public programs will be able to shop and buy affordable insurance through state-based Exchanges.

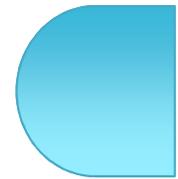
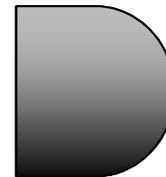
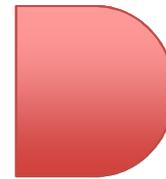




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# Virtual Shopping Mall for Insurance





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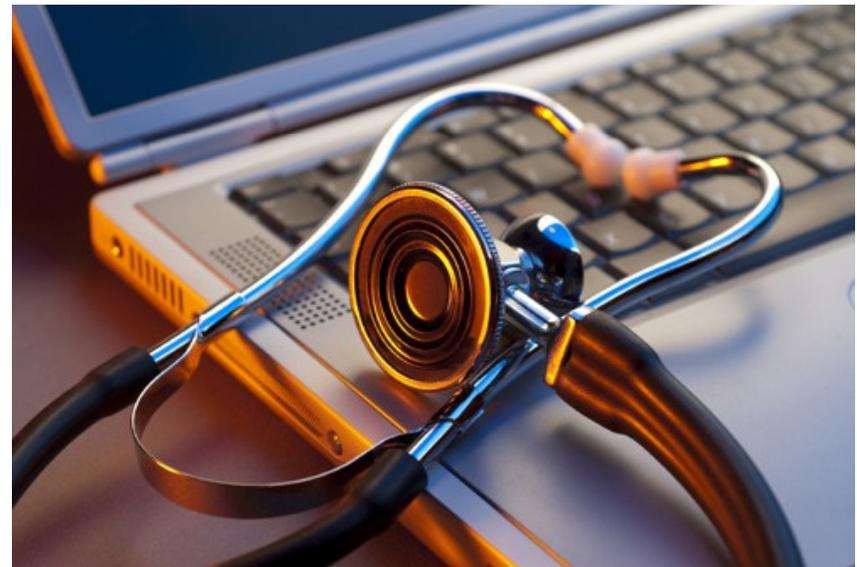
**In partnership with NYSOFA, OPWDD has applied for an ADRC grant. Funding from this grant can be used to implement a single entry point 'No Wrong Door' model in the state of New York.**



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# How Can OPWDD Construct a 'No Wrong Door' Model?

Individuals seeking developmental disability services can use a web portal that provides information, facilitate needs assessment, and directs individuals to available supports





## Benefits of 'No Wrong Door'

- ❖ Provide consistent information
- ❖ System navigation
- ❖ Care coordination
- ❖ Person centeredness
- ❖ Quality assurance
- ❖ Access and choice ensure better implementation of Americans with Disabilities Act (ADA) and Olmstead
- ❖ Cost reduction





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## Consistent Information



- ❖ 24/7 access to regularly updated information that has been developed and approved by multiple organizations that support people with developmental disabilities



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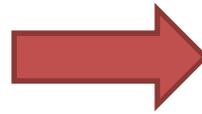
# Navigation through 'Silos and Boxes'

- ❖ Transparent information, multiple forms of entry, and live support will ensure that individuals will no longer run into dead ends or get stuck in corners
- ❖ Go to the right place the first time; no unnecessary phone calls, no more being given the run around
- ❖ Online search, answer questions, talk to representative





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# Eligibility and Needs Assessment

Questionnaires can be used to aid determination of eligibility and provide supplemental information for needs assessment





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## Care Coordination

- ❖ Care coordination can be facilitated by online needs assessment tools, and electronic records
- ❖ Managed care organizations can use the web-based model to manage and monitor services





# Quality Assurance

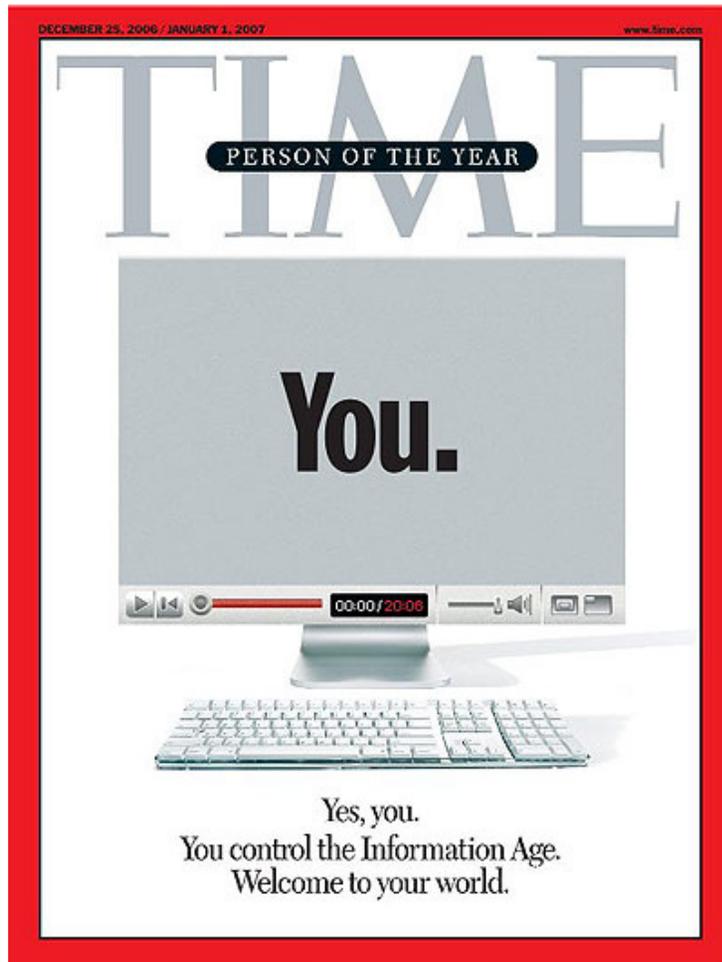
- ❖ Individuals can rate the quality of services provided and give feedback about the performance of care providers





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# Person Centeredness



- ❖ Resources available through web-based model can help to form a positive vision for individuals with developmental disabilities
- ❖ In addition, care coordinators can better determine how best to utilize resources to match individual's wants and needs using cross-system information
- ❖ Individuals with developmental disabilities can strengthen their support system through in person or online dialogue



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## Access

Creating a single point entry 'No Wrong Door' model can provide greater access to care, information, range of services, and equitable support





# Choice

- ❖ Individuals will have the necessary information to choose between the full array of services
- ❖ Online support will facilitate informed, unbiased choice





## Cost Reduction



Better use of technology resources potentially reduces administration costs so more funding can be allocated for supports and services for individuals and families



# Possible Vision for New York State

**Web portal for OPWDD – People First Waiver**



**Expand access to all 'O' agency services that can assist with developmental disabilities**



**Expand access to all Health and Human Service Supports and Community Resources**



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# Conclusion



*As the population of individuals with developmental disabilities increases and available funding remains constrained, reforms must be initiated to ensure that individuals seeking services can find and receive supports and services quickly and efficiently to meet their needs in the most appropriate community setting.*



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# Discussion



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# Discussion Questions

1. In light of the design team parameters and the system's move to a managed care environment, what should be the key features of "No Wrong Door" for the People First Waiver?
2. How can "No Wrong Door" be built to enhance individual choice and access to needed supports and services within a managed care environment?
3. How can we ensure that cross-systems supports are integrated in the "No Wrong Door" for the People First Waiver?
4. How can we utilize technology to facilitate "No Wrong Door" across systems?



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## Next Meetings/Steps

July 29 <sup>th</sup>	10:00-2:30 PM	OD Heck/VC
August 16 <sup>th</sup>	9:30-2:30 PM	OD Heck/VC
August 29 <sup>th</sup>	10:00-3:00 PM	OD Heck/VC